

ABSTRACT

Bussines world in Indonesia is growing rapidly and it can be seen from the openness of opportunities for public to start a bussiness in any field, therefore it has made the emergence of high competition among companies in Indonesia. In order to survive in the competition, companies have to be able to improve their capability and company quality. This research is meant to examine the influence of Total Quality Management (TQM), appreciation system and organization committment to the managerial performance.

The research samples are 35 senior managers and staffs at PT STAR Taman Remaja Surabaya. The sample collection has been done by using purposive sampling method. The data collection technique has been carried out by using primary data which has been gathered by issuing questionnaires to the respondents. The method in this research is quantitative whereas the analysis technique has been done by using multiple linear regressions analysis.

The result of the research shows that the coefficient determination value is 66.3% and each of variable i.e. Total Quality Management (TQM), the appreciation system and the organization committment give significant influence to the managerial performance. Meanwhile, 33.7% of the disclosure of firm value can be explained by other variables which are not included in the research model. It has been obtained from the result of model feasibility test that the model is feasible to be used for further research. the result of hypothesis test shows that the influence of variables i.e. Total Quality Management (TQM), the appreciation system and the organization committment give significant and positive influence to the managerial performance.

Keywords: Total Quality Management (TQM), appreciation, comitment, managerial performance.

INTISARI

Dunia usaha di Indonesia sedang berkembang dengan pesat dilihat dari semakin terbukanya peluang-peluang bagi masyarakat untuk memulai usahanya dalam bidang apapun, sehingga menyebabkan timbulnya persaingan yang ketat antar sesama perusahaan di Indonesia. Agar dapat bertahan dalam persaingan, perusahaan harus dapat meningkatkan kemampuan dan kualitas perusahaan. Penelitian ini bertujuan untuk menguji pengaruh *Total Quality Management* (TQM), sistem penghargaan dan komitmen organisasi terhadap kinerja manajerial.

Sampel penelitian ini terdiri dari 35 senior manajer dan staff PT STAR Taman Remaja Surabaya. Pengambilan sampel dilakukan dengan metode *purposive sampling*. Teknik pengumpulan data dalam penelitian ini menggunakan kuesioner (*angket*). Jenis data yang digunakan dalam penelitian ini adalah data primer yang dikumpulkan melalui pengiriman kuesioner kepada responden. Metode penelitian yaitu kuantitatif, sedangkan teknik analisis menggunakan Analisis Regresi Linier Berganda.

Hasil dari penelitian nilai koefisien determinasi sebesar 66,3%, dan masing-masing dari variabel *Total Quality Management* (TQM), sistem penghargaan dan komitmen organisasi mempunyai pengaruh yang signifikan terhadap kinerja manajerial. Sedangkan 33,7% pengungkapan nilai perusahaan dapat dijelaskan oleh variabel lain diluar model penelitian. Hasil pengujian kelayakan model didapat bahwa model layak digunakan untuk penelitian lebih lanjut. Hasil pengujian hipotesis yaitu pengaruh variabel *Total Quality Management* (TQM), sistem penghargaan dan komitmen organisasi berpengaruh positif dan signifikan terhadap kinerja manajerial.

Kata kunci: *Total Quality Management* (TQM), penghargaan, komitmen, kinerja manajerial